



HLNSC
Apprenticeships



County Training
part of Herefordshire, Ludlow
& North Shropshire College



**YOUR FUTURE
STARTS HERE**



**APPRENTICESHIPS
PROSPECTUS
2026-27**

WELCOME

Welcome to Herefordshire, Ludlow & North Shropshire College apprenticeship prospectus. Within these pages you will find details of all the apprenticeships currently on offer. There's a huge variety of jobs to choose from, with opportunities across Herefordshire, Shropshire and beyond.

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What apprenticeships are available?

Apprenticeship Standards have been developed by employer groups representing every sector of the economy. These standards specify the skills, knowledge and behaviours required for an apprentice to become competent in a wide range of specific occupations, at all levels.

The full range of apprenticeships can be found on the Institute for Apprenticeships and Technical Education's website by scanning the QR code.



What levels of apprenticeship are available?

There are three levels of apprenticeships available for those aged 16 and over, dependent on the level and responsibility of the job role.

Level 2 Apprenticeships (Equivalent to five good GCSE passes)

These involve the development and assessment of skills and knowledge at Level 2 (relevant to the occupational sector or job role), and as defined by the Apprenticeship Standard. Achievement of a Level 2 apprenticeship may allow progression to Level 3. To start a Level 2 apprenticeship, you should ideally have 5 GCSEs (grade E/grade 2 or above).

Level 3 Apprenticeships (Equivalent to two A Level passes)

These involve the development and assessment of skills and knowledge at Level 3 (relevant to the occupational sector or job role), and as defined by the Apprenticeship Standard. Achievement of a Level 3 apprenticeship may allow progression onto a higher or degree apprenticeship. To start a Level 3 apprenticeship, you should ideally have 5 good GCSEs (grade C/grade 4 or above) or have completed a Level 2 apprenticeship.

Higher & Degree Apprenticeships

These involve the development and assessment of skills and knowledge at Level 4 or above (relevant to the occupational sector or job role), and as defined by the Apprenticeship Standard. Higher apprenticeships at Level 4 and 5 can allow progression on to university degrees, and degree apprenticeships are also now becoming available in most sectors. To start a higher or degree apprenticeship, you should ideally have a relevant Level 3 vocational qualification, three good A Levels or have completed a relevant Level 3 apprenticeship.

What is an Apprenticeship Standard?

An Apprenticeship standard defines the skills, knowledge and behaviours required for that particular job role or occupation, and each is accompanied by an assessment plan, which details how you will be assessed against the standard.

All standards will contain the following:

Skills and competencies

The range of skills and competencies that you need to practise and acquire in order to do the job to a specified standard. These skills are largely acquired and practised in the workplace and/or at College. The College will allocate you a mentor who will guide and support you throughout your apprenticeship journey and carry out regular progress reviews.

Behaviours

The standard will define the behaviours that you will need to demonstrate to become occupationally competent. This may include good attendance and punctuality, good communication, problem solving, customer service skills, etc.

Knowledge and understanding

The standard will define the knowledge and understanding you will need to acquire and apply to carry out your role effectively and become occupationally competent.

How long is an Apprenticeship?

The minimum length of an apprenticeship is 8 months, but some will be designed to last two, three or four years. This will depend on the Apprenticeship Standard being followed, the level of apprenticeship, the specific occupational area/sector and your prior skill levels and achievements.

Maths and English

All standards require you to achieve qualifications in English and maths prior to the end of your apprenticeship, and these will normally be Functional Skills qualifications.

Apprentices who are 18 or under at the start of their apprenticeship and without prior qualifications in English and maths at Level 2 (e.g. GCSEs at grade C/grade 4 or above) will be required to study these subjects as part of their apprenticeship.

English and maths Functional Skills are practical, applied literacy and numeracy qualifications, relevant to both young people and adult learners. They will help you to develop and apply important skills such as communication, analytical and presentational skills.

Functional Skills are assessed by examination and normally require you to attend the college or online, for half a day each week, until such time as you have passed. Regular test windows are available throughout the academic year.

End point assessment

Each standard has a detailed assessment plan that sets out how you are going to be assessed against each of the above elements of your apprenticeship.

Some standards may require the achievement of formal and recognised qualifications as part of the standard. Others may require you to pass formal skills and knowledge assessments at certain points in your apprenticeship before you can move on to the next stage, and are known as gateway assessments.

The range and type of assessment methods vary significantly, but all standards will contain an End Point Assessment. This takes place at the end of the apprenticeship and is designed to assess the apprentice against all elements of the apprenticeship, including skills, knowledge and behaviours. The End Point Assessment is carried out by an independent End Point Assessment Organisation, and is usually spread out over a number of days. You will need to pass the End Point Assessment in order to become a fully qualified apprentice.

The assessment methods employed to assess you throughout and/or at the end of your apprenticeship could be one or more of the following:

- Portfolio/logbook
- Assignments
- Written or online knowledge tests
- Observations
- Projects
- Interview/viva/professional discussion
- Presentations
- Practical tests/assessments

Let's get **STARTED**

How do I become an apprentice?

Before you start an apprenticeship, you'll need to be in suitable employment (or have an offer of suitable employment).

Many apprenticeship vacancies are advertised on the HLNSC and County Training websites or through the government's "Find an apprenticeship" site.

A health & safety risk assessment will be carried out on your employer before you start, to ensure that you are being placed within a healthy and safe environment.

At the start of your apprenticeship, your employer will give you a contract of employment and the College will provide you with a training plan.

Submitting your application

When completing an application, please complete all information fully and with plenty of detail for your existing or potential employer to consider. Please provide all your qualifications and grades attained. It is a good idea to ask for your application to be proofread before submitting.



If you would like to chat to our Apprenticeships Team, call **01432 365322** or email **apprenticeships@hlnc.ac.uk**





Herefordshire
College

CONTACT US:

Herefordshire College
Folly Lane, Hereford
HR1 1LS

0800 032 1986
enquiries@hlnc.ac.uk
hlnc.ac.uk

We are pleased to offer an extensive range of up-to-date and industry-standard facilities. Having undergone a significant £32 million redevelopment in 2010 and with investment in equipment since, the Hereford Campus offers an outstanding learning environment. The campus comprises of modern, industry-standard facilities, an excellent learning resource centre, a business and technology centre and community studies centre. There are refreshment facilities available from our on-site canteen.



Discover more at
hlnc.ac.uk





Holme Lacy
College

CONTACT US:

Holme Lacy College
Holme Lacy, Hereford
HR2 6LL

01432 870000
enquiries@hlnc.ac.uk
hlnc.ac.uk

The Holme Lacy campus is based on a 257-hectare mixed organic farm including ancient commercial woodlands and traditional parkland with ponds and streams offering an outstanding learning environment including new classrooms, state-of-the-art welding facilities and new workshops. It includes an animal care unit and equestrian centre. The ruralcrafts centre is proudly home to the National School of Blacksmithing and the largest training-based forge in Europe.



Discover more at
hlnc.ac.uk





Ludlow Sixth Form College

CONTACT US:

Ludlow Sixth Form College
Castle Square, Ludlow
SY8 1GD

01584 872846
enquiries@hlnc.ac.uk
hlnc.ac.uk

Ludlow has a long history of providing high quality academic education, and is a stimulating and supportive learning environment. In recent years there has been extensive investment in improving and developing new and existing facilities. Ludlow is an attractive and lively base, with beautiful countryside on the doorstep.



Discover more at
hlnc.ac.uk





Walford
College

CONTACT US:

Walford College
Bashchurch, Shrewsbury
Shropshire, SY4 2HL

01939 262100
info@hlnc.ac.uk
hlnc.ac.uk

Our Walford campus has specialist facilities to cater for over 80 species of animals. It boasts a dairy, a 65-hectare grazing platform with herds of dairy cows and a flock of Shropshire sheep. It also includes an equestrian centre, motor vehicle centre with three workshops and on-site restaurant. Thanks to investment of over £10 million, Walford provides some of the best facilities in the region.



Discover more at
hlnc.ac.uk





North Shropshire College

CONTACT US:

North Shropshire College
Shrewsbury Road, Oswestry,
Shropshire, SY11 4QB

01691 688000
info@hlnc.ac.uk
hlnc.ac.uk

Based in the lively market town of Oswestry, North Shropshire College (NSC) offers courses across a broad selection of vocational subject areas. Students are taught by industry experts in professional workshop environments, including a commercial restaurant, training kitchens and outdoor sports facilities. We invest in our facilities and 2023 saw the completion of a brand-new construction training centre, state-of-the-art commercial hair and beauty salons and science laboratories.



Discover more at
hlnc.ac.uk





County Training

part of Herefordshire, Ludlow
& North Shropshire College

CONTACT US:

County Training
Chester Street, Shrewsbury
Shropshire, SY1 1NB

03456 789 023

enquiries@countytraining.ac.uk
hlnc.ac.uk



County Training, as part of Herefordshire, Ludlow and North Shropshire College, are one of the largest employer-facing training providers in Shropshire, operating from several bases across the county including the Gateway Centre in Shrewsbury and training bases in Oswestry, Walford and Ludlow. We are a major provider of apprenticeships and work-based training, as well as adult learning programmes for the unemployed and those seeking to progress into further education or employment. We work closely with employers and businesses of all types across the region, as well as other stakeholders such as local councils.

Discover more at
hlnc.ac.uk





HLNSC Apprenticeships

CONTACT US:

HLNSC Apprenticeships
Folly Lane, Hereford
HR1 1LS

01432 365322
apprenticeships@hlnc.ac.uk
hlnc.ac.uk

Our apprenticeships have been designed by employers themselves to meet their needs for a particular sector or job role. There's a huge variety of different types of job to choose from, covering almost all industries, with opportunities across Herefordshire, Shropshire and beyond.



Discover more at
hlnc.ac.uk





A woman wearing a high-visibility yellow and blue safety vest over a red plaid shirt is using a blue power drill on a wooden surface. She is also wearing safety glasses. In the background, another person in a similar vest is blurred. The text 'Discover' is in orange script, and 'OUR RANGE OF APPRENTICESHIPS' is in large white bold letters.

Discover OUR RANGE OF APPRENTICESHIPS

An apprenticeship is a way to earn as you learn. It's a paid job that provides practical, hands-on experience, combined with a formal, 'off-the-job' learning programme.



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FIND OUT MORE
BY SCANNING THE QR CODE

ADULT CARE WORKER

Level 2

12-15 MONTHS

COUNTY TRAINING

Overview

To work in care is to make a positive difference to someone's life when they are faced with physical, practical, social, emotional or intellectual challenges. As an Adult Care Worker you will need to have the right values and behaviours as well as the competences and skills to provide high quality compassionate care and support. You could be a frontline member of staff who helps adults with care and support needs to achieve their personal goals and live as independently and safely as possible.

Entry requirements

- Suitable employment on or prior to starting the apprenticeship training programme
- An appropriate level of maths and English (assessed prior to apprenticeship start)
- Apprentices who are 18 or under at the start of their apprenticeship and without English or maths (at Level 2 for a Level 3 Apprenticeship or Level 1 for a Level 2 Apprenticeship) must achieve this prior to taking the End Point Assessment

What qualifications will I gain?

- A certificate of completion from the Institute for Apprenticeships
- City & Guilds Level 2 Diploma in Adult Care



KEY FACTS



Location: Work-based with some college attendance required at one of our Shropshire based campuses



Typical employment:
Care assistant, care worker, relief team worker



Progression:
Apprentices can progress to the Level 3 Adult Care Worker Lead apprenticeship

ADULT CARE (LEAD)

Level 3

18-21 MONTHS

COUNTY TRAINING

Overview

Lead Adult Care Workers are the frontline staff who help adults with care and support needs to achieve their personal goals and live as independently and safely as possible. This support enables them to have control and choice in their lives. As a Lead Adult Care Worker, you could have responsibility for providing supervision, frontline leadership, guidance and direction for others, exercising judgement and accountability.

Entry requirements

- Suitable employment on or prior to starting the apprenticeship training programme
- An appropriate level of maths and English (assessed prior to apprenticeship start)
- Apprentices who are 18 or under at the start of their apprenticeship and without English or maths (at Level 2 for a Level 3 Apprenticeship or Level 1 for a Level 2 Apprenticeship) must achieve this prior to taking the End Point Assessment

What qualifications will I gain?

- A certificate of completion from the Institute for Apprenticeships
- City & Guilds Level 3 Diploma in Adult Care (Lead)



KEY FACTS



Location: Work-based with some college attendance required at one of our Shropshire based campuses



Typical employment:
Care supervisor, senior support worker



Progression:
Apprentices can progress to the Level 4 Lead Practitioner in Adult Care apprenticeship

CHILDREN, YOUNG PEOPLE & FAMILIES MANAGER

Level 5

24-27 MONTHS

COUNTY TRAINING

Overview

As a Children, Young People and Family Manager you will ensure direction, alignment and commitment within your own practice, your teams, your organisation and across partnerships to help children, young people and families aspire to do their best and achieve sustainable change. You will build teams, manage resources and lead new approaches to working practices that deliver improved outcomes and put the child, young person or family at the centre of practice.

Entry requirements

- Suitable employment on or prior to starting the apprenticeship training programme
- An appropriate level of maths and English (assessed prior to apprenticeship start)
- Apprentices who are 18 or under at the start of their apprenticeship and without English or maths (at Level 2 for a Level 3 Apprenticeship or Level 1 for a Level 2 Apprenticeship) must achieve this prior to taking the End Point Assessment

What qualifications will I gain?

- A certificate of completion from the Institute for Apprenticeships
- Level 5 Diploma in Leadership and Management for Residential Childcare



KEY FACTS



Location: Shropshire work-based



Typical employment: Manager in children's residential care or as a children, young people and families manager in the community in a range of settings



Progression: Apprentices can pursue various career paths including roles as managers in children's residential care, youth services, early years settings, and family support services. The qualification also opens doors to further study and professional development.

CHILDREN, YOUNG PEOPLE & FAMILIES PRACTITIONER

Level 4

24-27 MONTHS

COUNTY TRAINING

Overview

As a practitioner you will be working with children, young people and families, including carers, to achieve positive and sustainable change in their lives. You will demonstrate a passion to care for and about children, young people and families. You will be skilled in recognising and assessing the complex needs that children, young people and families often present. You will agree with the child, young person or family any specific interventions or referrals.

Entry requirements

- Suitable employment on or prior to starting the apprenticeship training programme
- An appropriate level of maths and English (assessed prior to apprenticeship start)
- Apprentices who are 18 or under at the start of their apprenticeship and without English or maths (at Level 2 for a Level 3 Apprenticeship or Level 1 for a Level 2 Apprenticeship) must achieve this prior to taking the End Point Assessment

What qualifications will I gain?

- A certificate of completion from the Institute for Apprenticeships
- Level 3 Diploma for Residential Childcare



KEY FACTS



Location: Shropshire work-based



Typical employment: Manager in children's residential care or as a children, young people and families manager in the community in a range of settings in local authorities, within health organisations, educational and early years settings or children's centres, as well as a wide range of private voluntary and community organisations



Progression: Apprentices can pursue various career paths, including roles as family support workers, youth workers, early years practitioners, and social care workers. The qualification also provides a pathway to further study and professional development, such as progressing to a Level 5 apprenticeship or higher education

EARLY YEARS PRACTITIONER

Level 2

12-15 MONTHS

Overview

This apprenticeship teaches you about working with children and supporting the planning of daily activities. You'll gain the knowledge and skills to work in settings such as children's centres or pre-schools, learning about child development stages, liaising with colleagues and professional agencies, following safeguarding policies and procedures, and referring concerns.

Entry requirements

- Suitable employment on or prior to starting the apprenticeship training programme
- An appropriate level of maths and English (assessed prior to apprenticeship start)
- Apprentices who are 18 or under at the start of their apprenticeship and without English or maths (at Level 2 for a Level 3 Apprenticeship or Level 1 for a Level 2 Apprenticeship) must achieve this prior to taking the End Point Assessment

What qualifications will I gain?

- A certificate of completion from the Institute for Apprenticeships
- TQUK Level 2 Diploma in Early Years Practitioner



KEY FACTS



Location: Hereford



Typical employment:
Nursery assistant, assistant childminder, nursery nurse



Progression:
Apprentices can progress to the Level 3 Early Years Educator apprenticeship

EARLY YEARS EDUCATOR

Level 3

18-21 MONTHS

Overview

This apprenticeship will help you to develop your skills and knowledge to provide the care and support needed to ensure that young children learn and develop well and are kept healthy and safe. You will learn how to respond to accidents, plan and provide learning experiences, carry out risk assessments, implement safeguarding policies, maintain records and more.

Entry requirements

- Suitable employment on or prior to starting the apprenticeship training programme
- An appropriate level of maths and English (assessed prior to apprenticeship start)
- Apprentices who are 18 or under at the start of their apprenticeship and without English or maths (at Level 2 for a Level 3 Apprenticeship or Level 1 for a Level 2 Apprenticeship) must achieve this prior to taking the End Point Assessment

What qualifications will I gain?

- A certificate of completion from the Institute for Apprenticeships
- TQUK Level 3 Diploma in Early Years Educator
- First Aid Certificate



KEY FACTS



Location: Hereford



Typical employment:
Nursery assistant, childminder



Progression:
Apprentices can progress to the Level 5 Early Years Lead Practitioner apprenticeship

EARLY YEARS LEAD PRACTITIONER

Level 5

24-27 MONTHS

Overview

As an Early Years Lead Practitioner you could be responsible for overseeing the care and education of young children. The role requires a pro-active and influential approach in order to support staff development in your team, as well as leading day to day activities that support child development and learning.

Entry requirements

- Suitable employment on or prior to starting the apprenticeship training programme
- An appropriate level of maths and English (assessed prior to apprenticeship start)
- Apprentices who are 18 or under at the start of their apprenticeship and without English or maths (at Level 2 for a Level 3 Apprenticeship or Level 1 for a Level 2 Apprenticeship) must achieve this prior to taking the End Point Assessment
- A relevant Level 3 qualification in Childcare or two plus years of relevant work experience



What qualifications will I gain?

- A certificate of completion from the Institute for Apprenticeships
- HND in Early Childhood Education and Care
- First Aid Certificate

KEY FACTS



Location: Hereford



Typical employment:

Leadership in settings such as nursery, playgroups and local authority provision



Progression:

Whilst most apprentices tend to progress in the industry, some may wish to take advantage of our established degree top up arrangements with our partner universities

EARLY YEARS PRACTITIONER

Level 2

12-15 MONTHS

COUNTY TRAINING

Overview

As an Early Years Practitioner you could work in the care and education of young children from birth to five years old. You will create a safe and nurturing environment that promotes children's physical, emotional, social and cognitive development. Responsibilities including planning and implementing educational activities aligned with the Early Years Foundation Stage (EYFS) framework, observing and assessing children's progress. They play a crucial role in laying the foundation for lifelong learning and development.

Entry requirements

- Suitable employment on or prior to starting the apprenticeship training programme
- An appropriate level of maths and English (assessed prior to apprenticeship start)
- Apprentices who are 18 or under at the start of their apprenticeship and without English or maths (at Level 2 for a Level 3 Apprenticeship or Level 1 for a Level 2 Apprenticeship) must achieve this prior to taking the End Point Assessment

What qualifications will I gain?

- A certificate of completion from the Institute for Apprenticeships
- Level 2 Diploma in Early Years Practitioner



KEY FACTS



Location: Work-based with some college attendance required at one of our Shropshire based campuses



Typical employment:
Nursery assistant, assistant childminder, nursery nurse



Progression:
Apprentices can progress to the Level 3 Early Years Educator apprenticeship

EARLY YEARS EDUCATOR

Level 3

18-21 MONTHS

COUNTY TRAINING

Overview

Early Years Educators, and other job roles such as nursery nurse and childminders, are highly trained professionals who play a key role in ensuring that young children learn and develop well and are kept healthy. You could work in a range of settings including full day care, children's centres, pre-schools, reception classes and as childminders.

Entry requirements

- Suitable employment on or prior to starting the apprenticeship training programme
- An appropriate level of maths and English (assessed prior to apprenticeship start)
- Apprentices who are 18 or under at the start of their apprenticeship and without English or maths (at Level 2 for a Level 3 Apprenticeship or Level 1 for a Level 2 Apprenticeship) must achieve this prior to taking the End Point Assessment

What qualifications will I gain?

- A certificate of completion from the Institute for Apprenticeships
- Level 3 Diploma in Early Years Educator
- First Aid Certificate



KEY FACTS



Location: Work-based with some college attendance required at one of our Shropshire based campuses



Typical employment:
Nursery assistant, childminder



Progression:
Apprentices can progress to the Level 5 Early Years Lead Practitioner

EARLY YEARS LEAD PRACTITIONER

Level 5

24-27 MONTHS

COUNTY TRAINING

Overview

As an Early Years Lead Practitioner you could be responsible for overseeing the care and education of young children. The role requires a pro-active and influential approach in order to support staff development in your team, as well as leading day to day activities that support child development and learning.

Entry requirements

- Suitable employment on or prior to starting the apprenticeship training programme
- An appropriate level of maths and English (assessed prior to apprenticeship start)
- Apprentices who are 18 or under at the start of their apprenticeship and without English or maths (at Level 2 for a Level 3 Apprenticeship or Level 1 for a Level 2 Apprenticeship) must achieve this prior to taking the End Point Assessment

What qualifications will I gain?

- A certificate of completion from the Institute for Apprenticeships



KEY FACTS



Location: Work-based with some college attendance required at one of our Shropshire based campuses



Typical employment: Leadership in settings such as nursery, playgroups and local authority provision



Progression: Apprentices can progress to the higher level roles within their organisation

LEAD PRACTITIONER IN ADULT CARE

Level 4

18-21 MONTHS

COUNTY TRAINING

Overview

The Lead Practitioner in Adult Care will guide and inspire team members or colleagues to make positive differences to someone's life when they are faced with physical, practical, social, emotional, psychological or intellectual challenges. They will have achieved a level of self-development to be recognised as a lead practitioner within the care team, contributing to, promoting and sustaining a values-based culture at an operational level. A Lead Practitioner has achieved a greater depth of knowledge and expertise of particular conditions being experienced by the user of services.

Entry requirements

- Suitable employment on or prior to starting the apprenticeship training programme
- An appropriate level of maths and English (assessed prior to apprenticeship start)
- Apprentices who are 18 or under at the start of their apprenticeship and without English or maths (at Level 2 for a Level 3 Apprenticeship or Level 1 for a Level 2 Apprenticeship) must achieve this prior to taking the End Point Assessment

What qualifications will I gain?

- A certificate of completion from the Institute for Apprenticeships
- Level 4 Diploma in Adult Care



KEY FACTS



Location: Shropshire
work-based



Typical employment:

Dementia Lead, re-ablement worker, physiotherapy assistant, occupational therapy assistant, public health associate worker, keeping in contact worker, community care/support officer, social care assessor, care assessment officer, social services officer, brokerage worker, rehabilitation and reablement assistant, independence support assistant, reablement support workers/officer, telecare assistant and assistive technology co-Ordinator/officer



Progression:

Apprentices can progress to the Level 5 Leader in Adult Care apprenticeship

LEADER IN ADULT CARE

Level 5

18-21 MONTHS

COUNTY TRAINING

Overview

Leaders in Adult Care may work in residential or nursing homes, domiciliary care, community day centres, a person's own home or some clinical healthcare settings. The role of Leader in Adult Care in this standard also covers Personal Assistants who operate in a management role but they may only work directly for one individual who needs support and/or care services.

Entry requirements

- Suitable employment on or prior to starting the apprenticeship training programme
- An appropriate level of maths and English (assessed prior to apprenticeship start)
- Apprentices who are 18 or under at the start of their apprenticeship and without English or maths (at Level 2 for a Level 3 Apprenticeship or Level 1 for a Level 2 Apprenticeship) must achieve this prior to taking the End Point Assessment

What qualifications will I gain?

- A certificate of completion from the Institute for Apprenticeships
- Level 5 Diploma in Leadership and Management for Adult Care



KEY FACTS



Location: Shropshire work-based



Typical employment: Registered, assistant, deputy, unit or service manager



Progression: Become a senior manager/leader within larger organisations or lead multi-site operations and settings

TEACHING ASSISTANT

Level 3

18-21 MONTHS

COUNTY TRAINING

Overview

This occupation is found in primary, secondary, specialist schools, alternative provision, and further education institutions such as sixth forms and colleges. Teaching Assistants work across all age ranges, supporting all learners. The purpose of this occupation is to support the class teacher to enhance learners' progress and development.

Teaching Assistants ensure that learners understand their work, know their learning objectives, and display positive learning behaviours to make progress. They deliver individual and small group activities, under the direction and supervision of a qualified teacher.

Entry requirements

- Suitable employment on or prior to starting the apprenticeship training programme
- An appropriate level of maths and English (assessed prior to apprenticeship start)
- Apprentices who are 18 or under at the start of their apprenticeship and without English or maths (at Level 2 for a Level 3 Apprenticeship or Level 1 for a Level 2 Apprenticeship) must achieve this prior to taking the End Point Assessment

What qualifications will I gain?

- A certificate of completion from the Institute for Apprenticeships



KEY FACTS



Location: Shropshire
work-based



Typical employment:
Teaching assistant, learning support assistant, support for specialist curriculum areas



Progression:
Apprentices can progress to the higher level teaching assistant, assistant teacher or teacher

TEACHING ASSISTANT

Level 3

18-21 MONTHS

Overview

This occupation is found in primary, secondary, specialist schools, alternative provision, and further education institutions such as sixth forms and colleges. Teaching Assistants work across all age ranges, supporting all learners. The purpose of this occupation is to support the class teacher to enhance learners' progress and development.

Teaching Assistants ensure that learners understand their work, know their learning objectives, and display positive learning behaviours to make progress. They deliver individual and small group activities, under the direction and supervision of a qualified teacher.

Entry requirements

- Suitable employment on or prior to starting the apprenticeship training programme
- An appropriate level of maths and English (assessed prior to apprenticeship start)
- Apprentices who are 18 or under at the start of their apprenticeship and without English or maths (at Level 2 for a Level 3 Apprenticeship or Level 1 for a Level 2 Apprenticeship) must achieve this prior to taking the End Point Assessment

What qualifications will I gain?

- A certificate of completion from the Institute for Apprenticeships



KEY FACTS



Location: Hereford



Typical employment:

Teaching assistant, learning support assistant, support for specialist curriculum areas



Progression:

Apprentices could progress to team leader or department supervisor

ANIMAL CARE & WELFARE

Level 2

12-18 MONTHS

Overview

The animal care industry includes a wide range of organisations including kennels and catteries, groomers, veterinary practices, 'doggy daycare', rescue centres, pet shops and farm parks. An animal care apprenticeship involves being employed within the industry and studying at the same time, gaining valuable practical skills and experience as well as a formally recognised qualification.

Entry requirements

- Suitable employment on or prior to starting the apprenticeship training programme
- An appropriate level of maths and English (assessed prior to apprenticeship start)
- Apprentices who are 18 or under at the start of their apprenticeship and without English or maths (at Level 2 for a Level 3 Apprenticeship or Level 1 for a Level 2 Apprenticeship) must achieve this prior to taking the End Point Assessment

What qualifications will I gain?

- A certificate of completion from the Institute for Apprenticeships
- Level 2 Animal Care and Welfare Assistant



KEY FACTS



Location: Holme Lacy



Typical employment:

Assistant roles in e.g. animal day care, welfare or handling, wildlife rehabilitation and pet retail



Progression:

Apprentices can progress onto the Level 3 advanced apprenticeship, Level 3 full-time animal management or full-time employment within the industry

ARBORIST

Level 2

24-27 MONTHS

Overview

From the moment a tree seed is collected from the wild and sown in a tree nursery, right up to when the mature trees in a forest or woodland are felled, there are many inter-linked businesses involved in their establishment, management and harvesting. These all offer interesting work options. Career opportunities include running your own forestry, contracting or arboriculture/tree surgery, contributing to efforts to tackle issues as varied as climate change and social exclusion, as well as conserving rare wildlife and producing sustainable timber.

Entry requirements

- Suitable employment on or prior to starting the apprenticeship training programme
- An appropriate level of maths and English (assessed prior to apprenticeship start)
- Apprentices who are 18 or under at the start of their apprenticeship and without English or maths (at Level 2 for a Level 3 Apprenticeship or Level 1 for a Level 2 Apprenticeship) must achieve this prior to taking the End Point Assessment

What qualifications will I gain?

- A certificate of completion from the Institute for Apprenticeships
- Various short-course industry qualifications (such as chainsaw etc)



KEY FACTS



Location: Holme Lacy



Typical employment:

Arboriculture ground worker or climber for a contractor, local authority, business or utility company



Progression:

Apprentices can progress onto the Level 4 Arboriculturist, Level 6 (degree level) Professional Forester, Level 6 (degree level) Professional Arboriculturist courses

COUNTRYSIDE WORKER

Level 2

12-15 MONTHS

COUNTY TRAINING

Overview

Countryside workers take care of the environment, national parks and areas of outstanding natural beauty. An apprentice countryside worker will gain useful skills and knowledge that will allow them to succeed in a number of different roles, including conservation, land management, construction or maintenance of access ways and undertaking surveys.

Entry requirements

- Suitable employment on or prior to starting the apprenticeship training programme
- An appropriate level of maths and English (assessed prior to apprenticeship start)
- Apprentices who are 18 or under at the start of their apprenticeship and without English or maths (at Level 2 for a Level 3 Apprenticeship or Level 1 for a Level 2 Apprenticeship) must achieve this prior to taking the End Point Assessment

What qualifications will I gain?

- A certificate of completion from the Institute for Apprenticeships



KEY FACTS



Location: Shropshire
work-based



Typical employment:
Estate worker, access ranger,
site warden



Progression:
Apprentices can progress to
management roles

COUNTRYSIDE RANGER

Level 4

26-29 MONTHS

COUNTY TRAINING

Overview

This occupation is found in organisations that are responsible for managing the countryside, natural environment, community engagement and public access. These cover significant amounts of our country. 25% of England is covered by National Parks and Areas of Outstanding Natural Beauty (AONBs), and more than 350,000 hectares is managed by organisations such as National Trust, Natural England, Wildlife Trusts and RSPB.

Entry requirements

- Suitable employment on or prior to starting the apprenticeship training programme
- An appropriate level of maths and English (assessed prior to apprenticeship start)
- Apprentices who are 18 or under at the start of their apprenticeship and without English or maths (at Level 2 for a Level 3 Apprenticeship or Level 1 for a Level 2 Apprenticeship) must achieve this prior to taking the End Point Assessment

What qualifications will I gain?

- Level 3 Award in Emergency First Aid at Work
- Level 2 Award in the Safe Use of Brushcutters and Trimmers



KEY FACTS



Location: Shropshire
work-based



Typical employment:
Community ranger, countryside ranger, estate ranger, estate supervisor, park ranger, ranger recreation, ranger reserve or countryside warden



Progression:
Apprentices could move into more senior roles

GENERAL FARM WORKER

Level 2

18-21 MONTHS

Overview

This apprenticeship will give you the skills and knowledge to maintain and support the daily running of a farm. No two days are the same! You will spend one day a week at Holme Lacy college and the rest of your time in the workplace supporting daily operations for farm enterprises, identifying animal and plant health and performance whilst carrying out routine farm tasks and assisting with record keeping. You will also be able to choose between two optional routes: livestock or crops – depending on your area of interest.

Entry requirements

- Suitable employment on or prior to starting the apprenticeship training programme
- An appropriate level of maths and English (assessed prior to apprenticeship start)
- Apprentices who are 18 or under at the start of their apprenticeship and without English or maths (at Level 2 for a Level 3 Apprenticeship or Level 1 for a Level 2 Apprenticeship) must achieve this prior to taking the End Point Assessment



What qualifications will I gain?

- A certificate of completion from the Institute for Apprenticeships
- Award in Emergency First Aid at Work
- City & Guilds Principles of Safe

Handling and Application of Pesticides Guidance or LANTRA Safe Use of Pesticides

KEY FACTS



Location: Holme Lacy



Typical employment:

Assistant herds person, general farm operative, stock person



Progression:

Apprentices could move into a more senior role

GENERAL FARM WORKER

Level 2

18-21 MONTHS

COUNTY TRAINING

Overview

This apprenticeship will give you the skills and knowledge to maintain and support the daily running of a farm. No two days are the same! You'll learn about health, biosecurity and welfare, preparing and maintaining crop/forage storage, moving and handling, maintaining farm infrastructure and more. You will also be able to choose between learning more about the duties of a livestock or crop worker, depending on your interests.

Entry requirements

- Suitable employment on or prior to starting the apprenticeship training programme
- An appropriate level of maths and English (assessed prior to apprenticeship start)
- Apprentices who are 18 or under at the start of their apprenticeship and without English or maths (at Level 2 for a Level 3 Apprenticeship or Level 1 for a Level 2 Apprenticeship) must achieve this prior to taking the End Point Assessment

What qualifications will I gain?

- A certificate of completion from the Institute for Apprenticeships
- Award in Emergency First Aid at Work
- City & Guilds Principles of Safe Handling and Application of Pesticides Guidance or LANTRA Safe Use of Pesticides



KEY FACTS



Location: Shropshire
work-based



Typical employment:
Assistant herds person, general
farm operative, stockperson



Progression:
Apprentices could move into a
more senior role

FARRIERY

Level 3

48 MONTHS including 20 weeks of college based block-release training

Overview

This apprenticeship is designed to deliver the knowledge, skills and behaviours needed to join the Register of Qualified Farriers and practise as a qualified farrier in the UK.

Entry requirements

- Suitable employment on or prior to starting the apprenticeship training programme with an Approved Training Farrier (ATF)
- 5 GCSEs at Grade 4 (C) or above in English and maths

What qualifications will I gain?

- Level 3 Farriery Apprenticeship Standard



KEY FACTS



Location: Holme Lacy



Typical employment:

Own business as sole trader or in a multi-partner practice and training apprentices as an Approved Training provider. Travel around the world as a professional farrier and equine volunteer.



Progression:

Train apprentices as an Approved Training Farrier. Higher qualification with the Worshipful Company of the Farriers, the AWCF and FWCF or research within the GradDipELR (RVC) and BSc (Hons)

FORESTRY

Level 3

24-27 MONTHS

Overview

From the moment a tree seed is collected from the wild and sown in a tree nursery, right up to when the mature trees in a forest or woodland are felled, there are many inter-linked businesses involved in their establishment, management and harvesting. These all offer interesting work options. Career opportunities include running your own forestry, contracting or arboriculture/tree surgery, contributing to efforts to tackle issues as varied as climate change and social exclusion, as well as conserving rare wildlife and producing sustainable timber.

Entry requirements

- Suitable employment on or prior to starting the apprenticeship training programme
- An appropriate level of maths and English (assessed prior to apprenticeship start)
- Apprentices who are 18 or under at the start of their apprenticeship and without English or maths (at Level 2 for a Level 3 Apprenticeship or Level 1 for a Level 2 Apprenticeship) must achieve this prior to taking the End Point Assessment

What qualifications will I gain?

- A certificate of completion from the Institute for Apprenticeships
- Various short-course industry qualifications (such as chainsaw etc.)



KEY FACTS



Location: Holme Lacy



Typical employment:

Forestry worker for a contractor or harvesting company, or estate worker. Arboriculture ground worker or climber for a contractor, local authority, business or utility company



Progression:

Apprentices can progress onto the Level 4 Arboriculturist, Level 6 (degree level) Professional Forester, Level 6 (degree level) Professional Arboriculturist courses

HORTICULTURE OR LANDSCAPE CONSTRUCTION OPERATIVE

Level 2

24-28 MONTHS

COUNTY TRAINING

Overview

With a focus on planning and maintaining large gardens, parks and other green spaces, this apprenticeship is a hands-on role with the majority of the work being outdoors. You will learn skills for jobs based in public parks and other green spaces, including communication skills, assessing and repairing hard structures, health and safety, soil cultivation, tools, equipment and machinery.

Entry requirements

- Suitable employment on or prior to starting the apprenticeship training programme
- An appropriate level of maths and English (assessed prior to apprenticeship start)
- Apprentices who are 18 or under at the start of their apprenticeship and without English or maths (at Level 2 for a Level 3 Apprenticeship or Level 1 for a Level 2 Apprenticeship) must achieve this prior to taking the End Point Assessment

What qualifications will I gain?

- A certificate of completion from the Institute for Apprenticeships
- Level 3 Award in Emergency First Aid at Work



- LANTRA Awards: Level 2 in the Safe Use of Pesticides
- LANTRA Awards: Level 2 Award in the Safe Application of Pesticides using hand-held equipment
- LANTRA Abrasive Wheel Machines Course

KEY FACTS



Location: Shropshire work-based



Typical employment: Gardener, grounds maintenance operator, landscaper



Progression: Apprentices could progress to head gardener or team leader

LIVESTOCK UNIT TECHNICIAN

Level 3

18-21 MONTHS

COUNTY TRAINING

Overview

This role is a skilled professional responsible for the day-to-day management and care of livestock in agricultural settings. This role involves overseeing the health, welfare and productivity of animals, ensuring they are provided with appropriate nutrition, housing and medical care. Technicians perform a variety of tasks such as monitoring animal health, administering medications, managing breeding programs and maintaining accurate records. They are also responsible for operations and maintaining farm equipment, and implementing best practices to optimise livestock performance and sustainability.

Entry requirements

- Suitable employment on or prior to starting the apprenticeship training programme
- An appropriate level of maths and English (assessed prior to apprenticeship start)
- Apprentices who are 18 or under at the start of their apprenticeship and without English or maths (at Level 2 for a Level 3 Apprenticeship or Level 1 for a Level 2 Apprenticeship) must achieve this prior to taking the End Point Assessment



What qualifications will I gain?

- A certificate of completion from the Institute for Apprenticeships
- Level 2 in Safe Use of Veterinary Medicines
- City & Guilds Principles of Safe Handling and Application of Pesticides Guidance or LANTRA Safe use of Pesticides
- Award in Emergency First Aid at Work

KEY FACTS



Location: Shropshire work-based



Typical employment: Flock manager, head shepherd, head stockperson, herd manager, unit manager



Progression: Apprentices could move into more senior roles

POULTRY WORKER

Level 2

12-15 MONTHS

COUNTY TRAINING

Overview

A Poultry Worker supports the management of poultry farming sites or operational agriculture (hatchery) units. They oversee the birds' development at different stages of their life, primarily through maintaining accommodation, preparing and monitoring the environment, and maintaining the necessary health and welfare requirements. This is practical work involving a combination of technology and manual labour, and the role requires compassion, self-motivation and the ability to work both independently and as a team player.

Entry requirements

- Suitable employment on or prior to starting the apprenticeship training programme
- An appropriate level of maths and English (assessed prior to apprenticeship start)
- Apprentices who are 18 or under at the start of their apprenticeship and without English or maths (at Level 2 for a Level 3 Apprenticeship or Level 1 for a Level 2 Apprenticeship) must achieve this prior to taking the End Point Assessment

What qualifications will I gain?

- A certificate of completion from the Institute for Apprenticeships



KEY FACTS



Location: Shropshire work-based



Typical employment: Poultry worker



Progression: Apprentices could progress to a higher technical role in poultry agriculture

ADVANCED SPORTS TURF TECHNICIAN

Level 3

24-28 MONTHS

COUNTY TRAINING

Overview

An Advanced Sports Turf Technician can be found in a wide range of relevant venues, for example, athletics, bowls, cricket, croquet, football, golf, hockey, equestrian, events, rugby league and union, and tennis. Venues include public parks, sports clubs, schools, stadiums, training facilities and golf courses including links, parkland and heathland. Facilities can range in size and stature, from international stadiums and championship golf courses that host big events through to smaller, local venues serving the local community.

Entry requirements

- Suitable employment on or prior to starting the apprenticeship training programme
- An appropriate level of maths and English (assessed prior to apprenticeship start)
- Apprentices who are 18 or under at the start of their apprenticeship and without English or maths (at Level 2 for a Level 3 Apprenticeship or Level 1 for a Level 2 Apprenticeship) must achieve this prior to taking the End Point Assessment

What qualifications will I gain?

- A certificate of completion from the Institute for Apprenticeships
- Level 2 Award in Safe Use of Pesticides (PA1) along with either PA2 (Boom Sprayer) or PA6 (Handheld Applicators)



KEY FACTS



Location: Shropshire work-based



Typical employment: Advanced golf greenkeeper, pitch manager, senior greenkeeper



Progression: Apprentices could progress to a golf course manager

ACCOUNTS/ FINANCE ASSISTANT

Level 2

12-18 MONTHS

Overview

Accounting is a highly skilled profession with staff working at many different levels. Apprentices will take the accounting qualification relevant to their apprenticeship level. You will develop a wide range of transferable skills such as how to balance accounts, process invoices and payments, complete VAT returns and help prepare financial statements and reports. Depending on the company you work for, you may specialise in one area, such as sales, or cover all these tasks as well as handling banking and petty cash.

Entry requirements

- Suitable employment on or prior to starting the apprenticeship training programme
- An appropriate level of maths and English (assessed prior to apprenticeship start)
- Apprentices who are 18 or under at the start of their apprenticeship and without English or maths (at Level 2 for a Level 3 Apprenticeship or Level 1 for a Level 2 Apprenticeship) must achieve this prior to taking the End Point Assessment

What qualifications will I gain?

- A certificate of completion from the Institute for Apprenticeships
- Level 2 Certificate in Accounting



KEY FACTS



Location: Hereford



Typical employment:

Accounts assistant, accounts clerk, cashier, finance assistant, purchase ledger clerk and sales ledger clerk



Progression:

Apprentices can progress onto the Level 3 Assistant Accountant apprenticeship

ASSISTANT ACCOUNTANT

Level 3

15-18 MONTHS

Overview

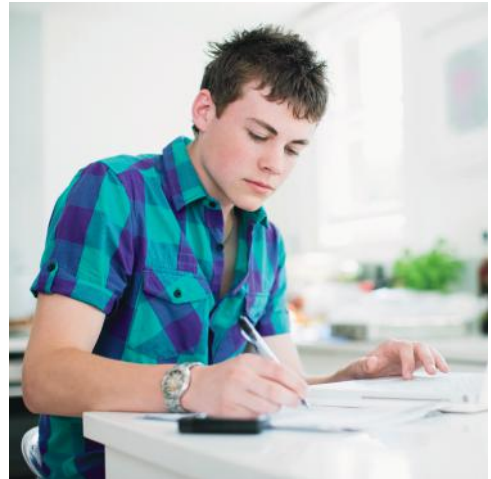
An assistant accountant works within a practice or alternatively within the finance function of an organisation. They assist in day-to-day financial activities such as data entry, month-end management accounts and year-end financial statements. They may also be involved in completing VAT returns or assisting in the preparation of tax calculations.

Entry requirements

- Suitable employment on or prior to starting the apprenticeship training programme
- An appropriate level of maths and English (assessed prior to apprenticeship start)
- Apprentices who are 18 or under at the start of their apprenticeship and without English or maths (at Level 2 for a Level 3 Apprenticeship or Level 1 for a Level 2 Apprenticeship) must achieve this prior to taking the End Point Assessment

What qualifications will I gain?

- A certificate of completion from the Institute for Apprenticeships
- AAT Level 3 Diploma in Accounting



KEY FACTS



Location: Hereford



Typical employment:

Assistant accountant, trainee accounting technician, accounts clerk, cashier, finance assistant, purchase or sales ledger clerk



Progression:

Apprentices can progress onto the Level 4 Professional Accountant and gain promotion to Assistant Accountant

ACCOUNTING TECHNICIAN

Level 4

18-24 MONTHS

Overview

Professional accounting technicians have responsibility for creating, verifying and reviewing accurate and timely financial information within the organisation in which they are employed or on behalf of another organisation. This will be performed to meet relevant ethical, professional and legal standards, and will draw on the individual's knowledge of the business systems and processes, as well as standard accounting and tax practices.

Entry requirements

- Suitable employment on or prior to starting the apprenticeship training programme
- An appropriate level of maths and English (assessed prior to apprenticeship start)
- Apprentices who are 18 or under at the start of their apprenticeship and without English or maths (at Level 2 for a Level 3 Apprenticeship or Level 1 for a Level 2 Apprenticeship) must achieve this prior to taking the End Point Assessment

What qualifications will I gain?

- A certificate of completion from the Institute for Apprenticeships
- AAT Level 4 Diploma in Accounting



KEY FACTS



Location: Hereford



Typical employment:
Accountant, accounting technician, financial project manager, payroll manager



Progression:
Apprentices can become ACCA Chartered Accountants and take up senior positions within a company

BUSINESS ADMINISTRATOR

Level 3

18-21 MONTHS

Overview

Administration qualifications are adaptable to almost any organisation. Candidates will gain transferable skills through the qualification, enabling them to be adaptable and suited to a variety of different job roles in a range of work environments. Those working in this field often carry out the day-to-day activities which ensure an organisation is running efficiently and profitably, whilst keeping staff and customers happy. The typical business administrator will have great communication skills, whilst being a presentable and professional 'people person' with a pleasant attitude.

Entry requirements

- Suitable employment on or prior to starting the apprenticeship training programme
- An appropriate level of maths and English (assessed prior to apprenticeship start)
- Apprentices who are 18 or under at the start of their apprenticeship and without English or maths (at Level 2 for a Level 3 Apprenticeship or Level 1 for a Level 2 Apprenticeship) must achieve this prior to taking the End Point Assessment

What qualifications will I gain?

- A certificate of completion from the Institute for Apprenticeships



KEY FACTS



Location: Hereford



Typical employment:

Supervisory role or specific area such as finance, events, marketing, human resources or business development



Progression:

Apprentices can progress onto a team leader apprenticeship or a departmental or operational manager apprenticeship

BUSINESS ADMINISTRATOR

Level 3

18-21 MONTHS

COUNTY TRAINING

Overview

Business administrators have a highly transferable set of knowledge, skills and behaviours that can be applied in all sectors. This includes small and large businesses alike; from the public sector, private sector and charitable sector. The role may involve working independently or as part of a team and will involve developing, implementing, maintaining and improving administrative services.

Entry requirements

- Suitable employment on or prior to starting the apprenticeship training programme
- An appropriate level of maths and English (assessed prior to apprenticeship start)
- Apprentices who are 18 or under at the start of their apprenticeship and without English or maths (at Level 2 for a Level 3 Apprenticeship or Level 1 for a Level 2 Apprenticeship) must achieve this prior to taking the End Point Assessment

What qualifications will I gain?

- A certificate of completion from the Institute for Apprenticeships



KEY FACTS



Location: Shropshire work-based



Typical employment: Administration roles in various sectors



Progression: Apprentices can progress onto a team leader apprenticeship or a departmental or operational manager apprenticeship

CUSTOMER SERVICE PRACTITIONER

Level 2

12-15 MONTHS

Overview

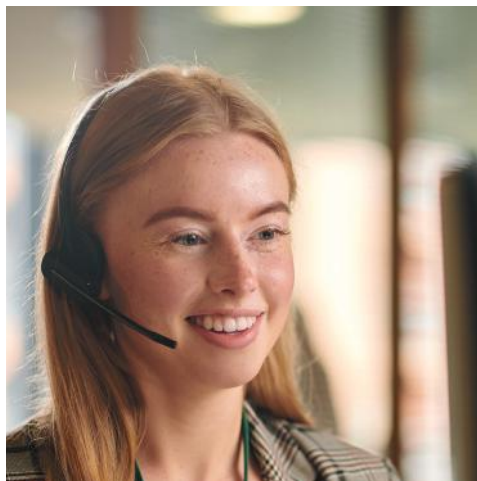
A customer service practitioner delivers high quality products and services to the customers of their organisation. These may be delivered from the workplace, digitally, or through going to the customer's own locality. Responsibilities may include dealing with orders, payments, offering advice and guidance aftercare, service recovery or gaining insight through measuring customer satisfaction. You may be the first point of contact, and work in any sector or organisation type.

Entry requirements

- Suitable employment on or prior to starting the apprenticeship training programme
- An appropriate level of maths and English (assessed prior to apprenticeship start)
- Apprentices who are 18 or under at the start of their apprenticeship and without English or maths (at Level 2 for a Level 3 Apprenticeship or Level 1 for a Level 2 Apprenticeship) must achieve this prior to taking the End Point Assessment

What qualifications will I gain?

- A certificate of completion from the Institute for Apprenticeships



KEY FACTS



Location: Hereford



Typical employment:

Customer service supervisor, customer service manager or senior advisor



Progression:

A customer service practitioner can progress onto a supervisory role and undertake the customer service specialist apprenticeship or the team leading apprenticeship

CUSTOMER SERVICE SPECIALIST

Level 3

12-15 MONTHS

Overview

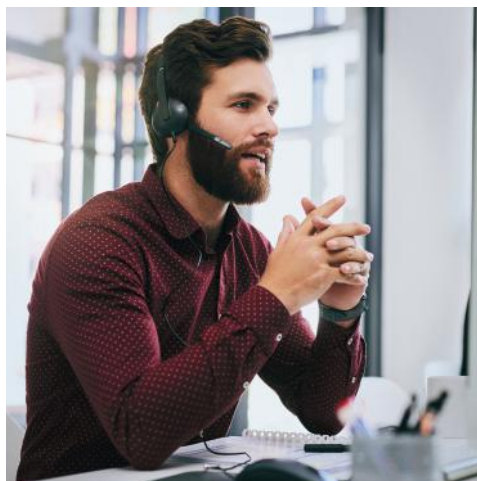
A customer service practitioner delivers high quality products and services to the customers of their organisation. These may be delivered from the workplace, digitally, or through going to the customer's own locality. Responsibilities may include dealing with orders, payments, offering advice and guidance aftercare, service recovery or gaining insight through measuring customer satisfaction. You may be the first point of contact, and work in any sector or organisation type.

Entry requirements

- Suitable employment on or prior to starting the apprenticeship training programme
- An appropriate level of maths and English (assessed prior to apprenticeship start)
- Apprentices who are 18 or under at the start of their apprenticeship and without English or maths (at Level 2 for a Level 3 Apprenticeship or Level 1 for a Level 2 Apprenticeship) must achieve this prior to taking the End Point Assessment

What qualifications will I gain?

- A certificate of completion from the Institute for Apprenticeships



KEY FACTS



Location: Hereford



Typical employment:

Customer relationship manager, customer support agent, customer service operator and customer relations officer



Progression:

Customer service specialist can progress onto team leader apprenticeship, customer services manager, business sales or account handling

CUSTOMER SERVICE PRACTITIONER

Level 2

12-15 MONTHS

COUNTY TRAINING

Overview

Providing customer service through face-to-face, phone, digital and written communication methods. This apprenticeship will equip you with knowledge and skills that are used in many different industries, including interpersonal, organisation and communication skills and the ability to deal with customer conflict and challenges.

Entry requirements

- Suitable employment on or prior to starting the apprenticeship training programme
- An appropriate level of maths and English (assessed prior to apprenticeship start)
- Apprentices who are 18 or under at the start of their apprenticeship and without English or maths (at Level 2 for a Level 3 Apprenticeship or Level 1 for a Level 2 Apprenticeship) must achieve this prior to taking the End Point Assessment

What qualifications will I gain?

- A certificate of completion from the Institute for Apprenticeships



KEY FACTS



Location: Shropshire work-based



Typical employment: Customer service supervisor, customer service manager or senior advisor



Progression: A customer service practitioner can progress onto a supervisory role and undertake the customer service specialist apprenticeship or the team leading apprenticeship

CUSTOMER SERVICE SPECIALIST

Level 3

12-15 MONTHS

COUNTY TRAINING

Overview

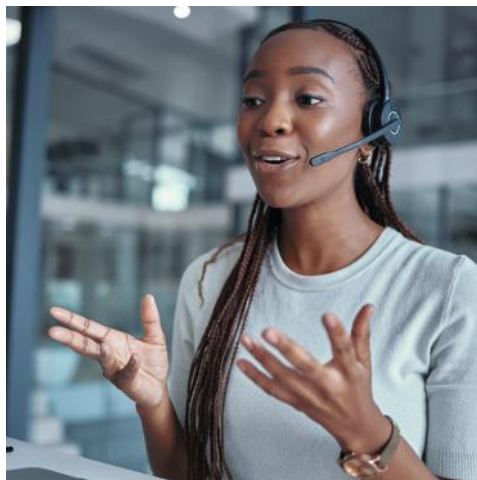
The main purpose of a customer service specialist is to be a 'professional' for direct customer support within all sectors an organisations types. You will be an advocate of Customer Service who acts as a referral point for dealing with more complex or technical customer requests, complaints and queries. You will often escalate complicated or ongoing customer problems, and as an expert in your organisation's products and/or services will share your knowledge with your wider team and colleagues.

Entry requirements

- Suitable employment on or prior to starting the apprenticeship training programme
- An appropriate level of maths and English (assessed prior to apprenticeship start)
- Apprentices who are 18 or under at the start of their apprenticeship and without English or maths (at Level 2 for a Level 3 Apprenticeship or Level 1 for a Level 2 Apprenticeship) must achieve this prior to taking the End Point Assessment

What qualifications will I gain?

- A certificate of completion from the Institute for Apprenticeships



KEY FACTS



Location: Shropshire work-based



Typical employment: Customer relationship manager, customer support agent, customer service operator and customer relations officer



Progression: A customer service specialist can progress onto team leader apprenticeship, customer services manager, business sales or account handling

HR SUPPORT

Level 3

18-21 MONTHS

COUNTY TRAINING

Overview

HR Professionals in this role are typically either working in a medium to large organisation as part of the HR function delivering front line support to managers and employees, or are a HR Manager in a small organisation. Their work is likely to include handling day to day queries and providing HR advice; working on a range of HR processes, ranging from transactional to relatively complex, from recruitment through to retirement; using HR systems to keep records; providing relevant HR information to the business; working with the business on HR changes.

Entry requirements

- Suitable employment on or prior to starting the apprenticeship training programme
- An appropriate level of maths and English (assessed prior to apprenticeship start)
- Apprentices who are 18 or under at the start of their apprenticeship and without English or maths (at Level 2 for a Level 3 Apprenticeship or Level 1 for a Level 2 Apprenticeship) must achieve this prior to taking the End Point Assessment

What qualifications will I gain?

- A certificate of completion from the Institute for Apprenticeships



KEY FACTS



Location: Shropshire work-based



Typical employment:

HR professionals in this role are typically either working in a medium to large organisation as part of the HR function delivering front line support to managers and employees, or are a HR manager in a small organisation



Progression:

Apprentices could move into more senior roles

JUNIOR ESTATE AGENT

Level 2

12-15 MONTHS

COUNTY TRAINING

Overview

This is a customer-facing role with responsibility for providing the administrative support needed to secure successful property sales. Junior Estate Agents may work in different areas of estate agency, i.e. sales, auctioneering and commercial property. In all cases, they will be required to understand and comply with contractual, statutory and legal restrictions, and client confidentiality. They will be working under supervision within the wider organisation.

Entry requirements

- Suitable employment on or prior to starting the apprenticeship training programme
- An appropriate level of maths and English (assessed prior to apprenticeship start)
- Apprentices who are 18 or under at the start of their apprenticeship and without English or maths (at Level 2 for a Level 3 Apprenticeship or Level 1 for a Level 2 Apprenticeship) must achieve this prior to taking the End Point Assessment

What qualifications will I gain?

- A certificate of completion from the Institute for Apprenticeships



KEY FACTS



Location: Shropshire work-based



Typical employment: Estate agent support officer, lettings and rentals junior agent



Progression: Apprentices could progress to lettings and rentals agent or estate agent

MULTI-CHANNEL MARKETER

Level 3

18-23 MONTHS

COUNTY TRAINING

Overview

This occupation is found in small, medium, large and multinational organisations in private, public and third sectors such as finance, construction, facilities, automotive, manufacturing, engineering, health, retail, food, hospitality, and IT. Multi-channel marketers will sit within a specific company/agency that provides marketing deliverables and advice to external clients, or within an internal marketing team, delivering marketing activities to drive that business.

Entry requirements

- Suitable employment on or prior to starting the apprenticeship training programme
- An appropriate level of maths and English (assessed prior to apprenticeship start)
- Apprentices who are 18 or under at the start of their apprenticeship and without English or maths (at Level 2 for a Level 3 Apprenticeship or Level 1 for a Level 2 Apprenticeship) must achieve this prior to taking the End Point Assessment

What qualifications will I gain?

- A certificate of completion from the Institute for Apprenticeships



KEY FACTS



Location: Shropshire work-based



Typical employment: Marketing assistant, brand assistant, promotional assistant, marketing campaigns assistant



Progression: Apprentices could progress to management positions

OPERATIONAL MANAGER

Level 5

30 MONTHS

Overview

Good managers are essential to the success of all businesses and management qualifications can be applied across a wide range of job roles in many different sectors. These qualifications are for a variety of different managers including those who are new to a management role, right through to those responsible for strategic business decisions, implementing change and managing a range of complementary projects.

Entry requirements

- Suitable employment on or prior to starting the apprenticeship training programme
- An appropriate level of maths and English (assessed prior to apprenticeship start)
- Apprentices who are 18 or under at the start of their apprenticeship and without English or maths (at Level 2 for a Level 3 Apprenticeship or Level 1 for a Level 2 Apprenticeship) must achieve this prior to taking the End Point Assessment

What qualifications will I gain?

- A certificate of completion from the Institute for Apprenticeships
- CMI Level 5 Diploma in Management and Leadership



KEY FACTS



Location: Hereford



Typical employment:

Operations manager, regional manager, divisional manager



Progression:

Apprentices can progress to senior management and level 7 management qualification

OPERATIONS OR DEPARTMENTAL MANAGEMENT

Level 5

30-33 MONTHS

COUNTY TRAINING

Overview

An operations or departmental manager is someone who manages teams and/or projects, and achieving operational or departmental goals and objectives, as part of the delivery of the organisations strategy. You will be accountable to a more senior manager or business owner. Working in the private, public or third sector and in all sizes of organisation, specific responsibilities and job titles will vary, but the knowledge, skills and behaviours needed will be the same. Key responsibilities may include creating and delivering operational plans, managing projects, leading and managing teams, managing change, financial and resource management, talent management, coaching and mentoring.

Entry requirements

- Suitable employment on or prior to starting the apprenticeship training programme
- An appropriate level of maths and English (assessed prior to apprenticeship start)
- Apprentices who are 18 or under at the start of their apprenticeship and without English or maths (at Level 2 for a Level 3 Apprenticeship or Level 1 for a Level 2 Apprenticeship) must achieve this prior to taking the End Point Assessment



What qualifications will I gain?

- A certificate of completion from the Institute for Apprenticeships

KEY FACTS



Location: Shropshire work-based



Typical employment: Operations manager, regional manager, divisional manager



Progression: Apprentices can register as full members with the Chartered Institute of Leadership and Management

TEAM LEADER OR SUPERVISOR

Level 3

12-18 MONTHS

COUNTY TRAINING

Overview

A team leader or supervisor is a first line manager who manages teams and projects. This apprenticeship will equip you with the skills and knowledge to successfully manage a team and provide guidance and support to ensure the achievement of set goals. You will learn about leading and managing people, finance, communication skills and more.

Entry requirements

- Suitable employment on or prior to starting the apprenticeship training programme
- An appropriate level of maths and English (assessed prior to apprenticeship start)
- Apprentices who are 18 or under at the start of their apprenticeship and without English or maths (at Level 2 for a Level 3 Apprenticeship or Level 1 for a Level 2 Apprenticeship) must achieve this prior to taking the End Point Assessment

What qualifications will I gain?

- A certificate of completion from the Institute for Apprenticeships



KEY FACTS



Location: Shropshire
work-based



Typical employment:
Office manager, team leader,
project officer, shift manager



Progression:
Apprentices could progress to
senior manager roles within their
company

TEAM LEADER

Level 3

15 MONTHS

Overview

Good managers are essential to the success of all businesses and management qualifications can be applied across a wide range of job roles in many different sectors. These qualifications are for a variety of different managers including those who are new to a management role, right through to those responsible for strategic business decisions, implementing change and managing a range of complementary projects.

Entry requirements

- Suitable employment on or prior to starting the apprenticeship training programme
- An appropriate level of maths and English (assessed prior to apprenticeship start)
- Apprentices who are 18 or under at the start of their apprenticeship and without English or maths (at Level 2 for a Level 3 Apprenticeship or Level 1 for a Level 2 Apprenticeship) must achieve this prior to taking the End Point Assessment

What qualifications will I gain?

- A certificate of completion from the Institute for Apprenticeships
- CMI Level 3 Diploma in Principles of Management and Leadership



KEY FACTS



Location: Hereford



Typical employment:

Team leader within small to large scale companies



Progression:

The apprentice can gain promotion into more senior positions and the possibility of undertaking the Operational Management apprenticeship

BRICKLAYING

Level 2

24-30 MONTHS

Overview

Bricklayers lay bricks, blocks and other types of building components in mortar to construct and repair walls, foundations, partitions, arches and other structures, such as chimney stacks. They might also refurbish brickwork and masonry on restoration projects. The range of sites and projects that bricklayers will work on include large commercial developments, new builds in housing, alterations, extensions and restorations.

Entry requirements

- Suitable employment on or prior to starting the apprenticeship training programme
- An appropriate level of maths and English (assessed prior to apprenticeship start)
- Apprentices who are 18 or under at the start of their apprenticeship and without English or maths (at Level 2 for a Level 3 Apprenticeship or Level 1 for a Level 2 Apprenticeship) must achieve this prior to taking the End Point Assessment
- A relevant level 1 qualification in Brickwork or 12 months plus of relevant work experience

What qualifications will I gain?

- A certificate of completion from the Institute for Apprenticeships
- City & Guilds Level 2 Bricklaying



KEY FACTS



Location: Hereford



Typical employment:

Bricklayer, site operative, general builder, landscape gardener etc



Progression:

Apprentices can progress onto a Level 3 apprenticeship or employment in the construction sector

CARPENTRY

Level 2

24-27 MONTHS

Overview

This occupation is found in both the new build and refurbishment construction sector. The construction industry is central to creating the homes, schools, hospitals, energy and transport infrastructure society needs. There is growing demand for carpenters and joiners to help meet the need for the transition to modern methods of construction and sustainability.

Pathway 1 – Site Carpenter: will normally work on a building site, or in domestic and commercial premises, preparing and fixing building components, from the erection of a new building, through to the installation of all necessary fixtures and fittings, as well as repairs and maintenance.

Pathway 2 – Joiner: will normally be employed in a workshop producing timber-based building components and other architectural products, such as doors, windows, units, and staircases.

Pathway 3 – Wood Product Manufacturing Operative: completing work that is comparable to a joiner, but focussed on the production of specialist timber-based building components such as window frames, fire doors, I-beams, etc.

Entry requirements

- Suitable employment on or prior to starting the apprenticeship training programme
- An appropriate level of maths and English (assessed prior to apprenticeship start)



- Apprentices who are 18 or under at the start of their apprenticeship and without English or maths (at Level 2 for a Level 3 Apprenticeship or Level 1 for a Level 2 Apprenticeship) must achieve this prior to taking the End Point Assessment
- A relevant level 1 qualification in Carpentry & Joinery or 12 months plus of relevant work experience

What qualifications will I gain?

- A certificate of completion from the Institute for Apprenticeships

KEY FACTS



Location: Hereford



Typical employment:

Site carpenter, bench joiner, shop fitter etc



Progression:

Advanced Apprenticeship Standard in Carpentry and Joinery, or employment as a site carpenter or architectural joiner

ELECTRICAL INSTALLATION

Level 3

36-48 MONTHS

Overview

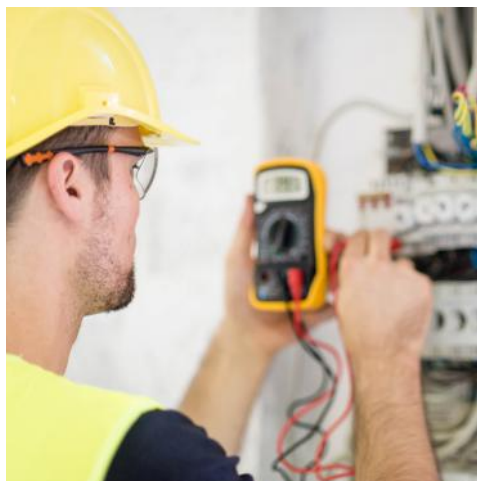
The electrical industry is a major part of the UK construction industry, employing people who work with a wide range of materials and technology. To be a fully qualified electrician it is necessary to have an NVQ Level 3 in Electrotechnical Systems. The apprenticeship will incorporate this relevant NVQ into the training, whilst offering the chance to earn while you learn.

Entry requirements

- Suitable employment on or prior to starting the apprenticeship training programme
- An appropriate level of maths and English (assessed prior to apprenticeship start)
- Apprentices who are 18 or under at the start of their apprenticeship and without English or maths (at Level 2 for a Level 3 Apprenticeship or Level 1 for a Level 2 Apprenticeship) must achieve this prior to taking the End Point Assessment
- A relevant Level 2 qualification in Electrical Installation or two plus years of relevant work experience

What qualifications will I gain?

- A certificate of completion from the Institute for Apprenticeships
- EAL Level 3 Electrotechnical (Electrical Installation)



KEY FACTS



Location: Hereford



Typical employment:

Working for small electrical contractors to large multi-nationals, covering a wide range of social, domestic and commercial properties



Progression:

City & Guilds certificates in Inspection, Testing and Certification of Installations, Wiring Regulations and In-service Inspection and Testing of Electrical Equipment. It is also useful to complete a short training scheme known as Part P which allows electricians to certify all their own electrical work

GAS ENGINEERING

Level 3

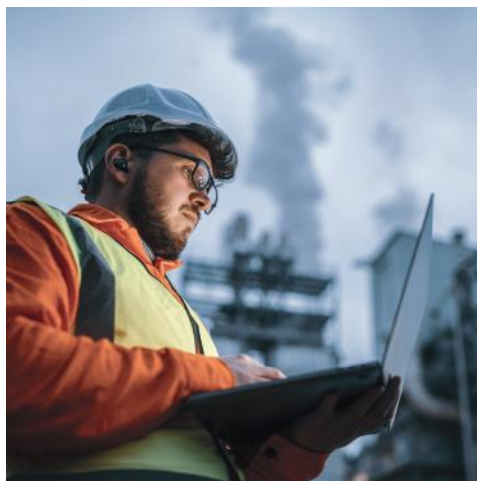
24-27 MONTHS

Overview

Gas engineering involves the safe installation, commission, decommission and the ongoing service and repair of gas appliances in either a domestic or non-domestic setting. Appliances can include a range of work categories such as central heating boilers, unvented hot water storage, ducted air heaters, cookers, space heaters, meters, alternative fuel, boosters, testing and purging for industrial pipework. Roles are physical in nature, and may involve lifting and moving of equipment, working at heights and working in confined spaces. All gas engineers must be registered on the Gas Safe® Register for each appliance which they are competent to work on.

Entry requirements

- Suitable employment on or prior to starting the apprenticeship training programme
- An appropriate level of maths and English (assessed prior to apprenticeship start)
- Apprentices who are 18 or under at the start of their apprenticeship and without English or maths (at Level 2 for a Level 3 Apprenticeship or Level 1 for a Level 2 Apprenticeship) must achieve this prior to taking the End Point Assessment
- A relevant Level 2 qualification in Plumbing and Heating or two plus years of relevant work experience



What qualifications will I gain?

- A certificate of completion from the Institute for Apprenticeships
- City & Guilds Level 3 Gas Engineering, ACS Registration

KEY FACTS



Location: Hereford



Typical employment:

Domestic gas installation engineer, Commercial gas installation engineer, Domestic service and breakdown engineer, Commercial service and breakdown engineer



Progression:

Core Gas safety register plus additional specialist units e.g. domestic cookers, central heating

PLUMBING (ENVIRONMENTAL PATHWAY)

Level 3

24-30 MONTHS

Overview

Plumbing and domestic heating technicians plan, select, install, service, commission and maintain all aspects of plumbing and heating systems. If you are looking for a flexible, rewarding and financially secure career, plumbing could be for you. Utilising our renewable centre, the environmental pathway gives learners access to a range of green technologies such as air source heating, solar thermal systems, ground source heating, underfloor heating and rainwater harvesting, within a rapidly growing industry sector.

Entry requirements

- Suitable employment on or prior to starting the apprenticeship training programme
- An appropriate level of maths and English (assessed prior to apprenticeship start)
- Apprentices who are 18 or under at the start of their apprenticeship and without English or maths (at Level 2 for a Level 3 Apprenticeship or Level 1 for a Level 2 Apprenticeship) must achieve this prior to taking the End Point Assessment
- A relevant Level 2 qualification in Plumbing and Heating or two plus years of relevant work experience



What qualifications will I gain?

- A certificate of completion from the Institute for Apprenticeships
- City and Guilds Level 3 Diploma in Plumbing and Domestic Heating

KEY FACTS



Location: Hereford



Typical employment:

Plumber, domestic heating engineer domestic heating installer, plumbing and domestic heating installer



Progression:

Accreditation for renewable technology installation and maintenance (air source, ground source, solar thermal, underfloor heating, etc.)

PROPERTY MAINTENANCE

Level 2

24-27 MONTHS

Overview

The primary role of a property maintenance operative is to optimise property condition and quality and to ensure the building is kept in a safe working condition.

Property maintenance operatives need to maintain a high level of quality, providing maximum satisfaction to customers, clients, guests and team. They will understand the mechanism of buildings, including electrical, plumbing, plant, safety systems and equipment. They will provide first and immediate response to fault finding, whilst maximising quality and ensuring cost effectiveness. They will ensure prevention of major damage that could result in extensive costs and minimise reactive intervention.

Entry requirements

- Suitable employment on or prior to starting the apprenticeship training programme
- An appropriate level of maths and English (assessed prior to apprenticeship start)
- Apprentices who are 18 or under at the start of their apprenticeship and without English or maths (at Level 2 for a Level 3 Apprenticeship or Level 1 for a Level 2 Apprenticeship) must achieve this prior to taking the End Point Assessment



What qualifications will I gain?

- A certificate of completion from the Institute for Apprenticeships
- City & Guilds Level 2 Diploma Property Maintenance

KEY FACTS



Location: Hereford



Typical employment:

Maintenance assistant, property engineer, facilities assistant, maintenance engineer, maintenance manager, maintenance technician, caretaker, janitor, multi-skilled technician, premises manager



Progression:

Trade specific qualifications (e.g. Level 2 Diploma in Brickwork/ Carpentry), employment in the construction/maintenance sector

ENGINEERING

Level 2

24-27 MONTHS

Overview

Opportunities within the engineering industry are vast. At a broad level they include mechanical, manufacturing, Fabrication, electrical and electronic engineering. Engineers apply science and mathematics to solve problems or meet needs and this can range from the design stage through to development and manufacture. If you are interested in engineering and the challenge of work but want to keep learning in a practical way, then the engineering apprenticeship scheme is for you.

Entry requirements

- Suitable employment on or prior to starting the apprenticeship training programme
- An appropriate level of maths and English (assessed prior to apprenticeship start)
- Apprentices who are 18 or under at the start of their apprenticeship and without English or maths (at Level 2 for a Level 3 Apprenticeship or Level 1 for a Level 2 Apprenticeship) must achieve this prior to taking the End Point Assessment

What qualifications will I gain?

- A certificate of completion from the Institute for Apprenticeships
- Level 2 Diploma in Engineering Operations (Skills)
- Level 2 Certificate in Engineering Operations (Knowledge)



KEY FACTS



Location: Hereford



Typical employment:

Career in mechanical, maintenance, electronic or electrical fields as operator, supervisor, project manager or design engineer



Progression:

Higher level of employment and apprenticeship at level 3 or above depending on the pathway

ENGINEERING

Level 3

36-48 MONTHS

Overview

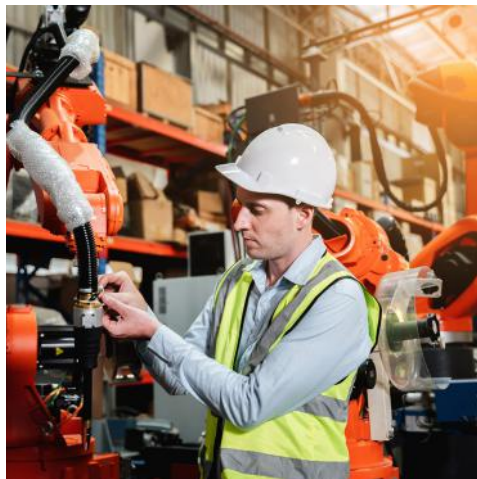
Opportunities within the engineering industry are vast. At a broad level they include mechanical, manufacturing, industrial, electrical and electronic engineering. Engineers apply science to solve problems or meet needs and this can range from the design stage through to development and manufacture. If you are interested in engineering and the challenge of work but want to keep learning in a practical way, then the engineering apprenticeship scheme is for you.

Entry requirements

- Suitable employment on or prior to starting the apprenticeship training programme
- An appropriate level of maths and English (assessed prior to apprenticeship start)
- Apprentices who are 18 or under at the start of their apprenticeship and without English or maths (at Level 2 for a Level 3 Apprenticeship or Level 1 for a Level 2 Apprenticeship) must achieve this prior to taking the End Point Assessment

What qualifications will I gain?

- A certificate of completion from the Institute for Apprenticeships
- BTEC Level 3 Diploma in Electrical or Mechanical Engineering



KEY FACTS



Location: Hereford



Typical employment:

Career in mechanical, maintenance, electronic or electrical fields as operator, supervisor, project manager or design engineer



Progression:

Higher level of employment and management training at NVQ Level 4 or 5, HNC/HND or university

WELDING

Level 2

18-21 MONTHS

Overview

Welding is used extensively and in almost every sector of industry, including automotive, marine, transport, general fabrication and construction. General welders produce components for cars, ships, rail vehicles and metallic containers, and steelwork for bridges, buildings and gantries. Welding is a safety-critical occupation, and every welder takes responsibility for the quality and accuracy of their work.

Entry requirements

- Suitable employment on or prior to starting the apprenticeship training programme
- An appropriate level of maths and English (assessed prior to apprenticeship start)
- Apprentices who are 18 or under at the start of their apprenticeship and without English or maths (at Level 2 for a Level 3 Apprenticeship or Level 1 for a Level 2 Apprenticeship) must achieve this prior to taking the End Point Assessment

What qualifications will I gain?

- A certificate of completion from the Institute for Apprenticeships
- TWI Level 2 General Welder qualification



KEY FACTS



Location: Holme Lacy



Typical employment:

Welder, fabricator, structural welder, MIG/TIG welder



Progression:

Multi-positional welder, high-integrity welder or welding instruction and teaching, welding inspection and managing and supervising welding operations

BARBERING

Level 2

24-30 MONTHS

Overview

As a barber you will learn about customer consultation, styling men's hair, treatments, shampooing, cutting techniques, cutting facial hair and providing shaving services. You will also demonstrate professionalism, good communication skills and safe working practices associated with your role and have exceptional client care skills.

Entry requirements

- Suitable employment on or prior to starting the apprenticeship training programme
- An appropriate level of maths and English (assessed prior to apprenticeship start)
- Apprentices who are 18 or under at the start of their apprenticeship and without English or maths (at Level 2 for a Level 3 Apprenticeship or Level 1 for a Level 2 Apprenticeship) must achieve this prior to taking the End Point Assessment

What qualifications will I gain?

- A certificate of completion from the Institute for Apprenticeships
- City & Guilds Level 2 Diploma for Hair Professionals (Barbering)



KEY FACTS



Location: Hereford



Typical employment:
barber



Progression:
Apprentices can progress onto work as a barber in a barber's shop, work towards management or owning their own salon. To work as a self-employed barber

BARBERING

Level 2

18-21 MONTHS

COUNTY TRAINING

Overview

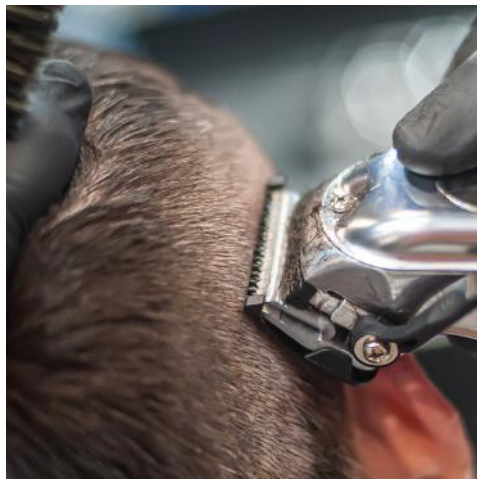
This occupation is found in the hair and beauty sector. The Barbershop work environment is always client facing, can be varied in size, style and ambience, from a small micro barbershop, to franchises or large high street premises.

Entry requirements

- Suitable employment on or prior to starting the apprenticeship training programme
- An appropriate level of maths and English (assessed prior to apprenticeship start)
- Apprentices who are 18 or under at the start of their apprenticeship and without English or maths (at Level 2 for a Level 3 Apprenticeship or Level 1 for a Level 2 Apprenticeship) must achieve this prior to taking the End Point Assessment

What qualifications will I gain?

- A certificate of completion from the Institute for Apprenticeships
- Level 2 Diploma for Hair Professionals – Barbering



KEY FACTS



Location: Work-based with some college attendance required at one of our Shropshire based campuses



Typical employment:
barber



Progression:
Apprentices could move into more senior roles

HAIR PROFESSIONAL

Level 2

24-30 MONTHS

Overview

As a hairdresser you will learn about customer consultation, hair styling, treatments, shampooing, colouring and lightening hair and cutting techniques. You will also demonstrate professionalism, good communication skills and safe working practices associated with your role and have exceptional client care skills.

Entry requirements

- Suitable employment on or prior to starting the apprenticeship training programme
- An appropriate level of maths and English (assessed prior to apprenticeship start)
- Apprentices who are 18 or under at the start of their apprenticeship and without English or maths (at Level 2 for a Level 3 Apprenticeship or Level 1 for a Level 2 Apprenticeship) must achieve this prior to taking the End Point Assessment

What qualifications will I gain?

- A certificate of completion from the Institute for Apprenticeships
- City & Guilds Level 2 Diploma for Hair Professionals (Hairdressing)



KEY FACTS



Location: Hereford



Typical employment:
Stylist or barber



Progression:
Apprentices can progress onto a Level 3 apprenticeship

HAIR PROFESSIONAL (ADVANCED & CREATIVE)

Level 3

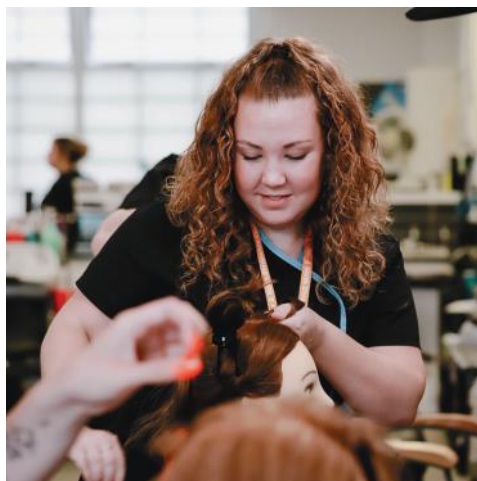
12-15 MONTHS

Overview

This apprenticeship is for those wanting to further develop their hairdressing skills by learning more creative and advanced hair techniques to increase the number of services that they can provide and encourage creativity and individuality. You will learn advanced and creative hair styling techniques, creative cutting techniques and sectioning, smoothing and straightening, advanced colour conversion and client consultation. You will also demonstrate professionalism; good communication skills and safe working practices associated with your role and have exceptional client care skills.

Entry requirements

- Suitable employment on or prior to starting the apprenticeship training programme
- An appropriate level of maths and English (assessed prior to apprenticeship start)
- Apprentices who are 18 or under at the start of their apprenticeship and without English or maths (at Level 2 for a Level 3 Apprenticeship or Level 1 for a Level 2 Apprenticeship) must achieve this prior to taking the End Point Assessment



What qualifications will I gain?

- A certificate of completion from the Institute for Apprenticeships
- City & Guilds Level 3 Diploma for Creative and Advanced Hair Professionals

KEY FACTS



Location: Hereford



Typical employment:
Creative hair stylist, senior stylist, senior hair professional



Progression:
Apprentices can progress onto work as a stylist in a salon, work towards management or owning your own salon. To work as a self-employed stylist. To work on cruise ships. To work for an internationally known colour company

HAIR PROFESSIONAL

Level 2

24-27 MONTHS

COUNTY TRAINING

Overview

This occupation is found in the hair and beauty sector. The work environment is always customer facing, can be varied in size, style and ambiance, from a small micro salon, to a large high street premises.

Entry requirements

- Suitable employment on or prior to starting the apprenticeship training programme
- An appropriate level of maths and English (assessed prior to apprenticeship start)
- Apprentices who are 18 or under at the start of their apprenticeship and without English or maths (at Level 2 for a Level 3 Apprenticeship or Level 1 for a Level 2 Apprenticeship) must achieve this prior to taking the End Point Assessment

What qualifications will I gain?

- A certificate of completion from the Institute for Apprenticeships
- City & Guilds Level 2 Diploma for Hair Professionals (Hairdressing)



KEY FACTS



Location: Work-based with some college attendance required at one of our Shropshire based campuses



Typical employment:
Hairdresser, barber or stylist



Progression:
Apprentices could progress into the Level 3 Hair Professional Advanced & Creative apprenticeship

HAIR PROFESSIONAL (ADVANCED & CREATIVE)

Level 3

12-15 MONTHS

COUNTY TRAINING

Overview

This apprenticeship is for those wanting to further develop their hairdressing skills by learning more creative and advanced hair techniques to increase the number of services that they can provide and encourage creativity and individuality. You will learn advanced hair styling techniques like creative cutting and sectioning, smoothing and straightening, advanced colour conversion and client consultation.

Entry requirements

- Suitable employment on or prior to starting the apprenticeship training programme
- An appropriate level of maths and English (assessed prior to apprenticeship start)
- Apprentices who are 18 or under at the start of their apprenticeship and without English or maths (at Level 2 for a Level 3 Apprenticeship or Level 1 for a Level 2 Apprenticeship) must achieve this prior to taking the End Point Assessment

What qualifications will I gain?

- A certificate of completion from the Institute for Apprenticeships
- Level 3 Diploma for Creative and Advanced Hair Professionals



KEY FACTS



Location: Work-based with some college attendance required at one of our Shropshire based campuses



Typical employment:
Creative hair stylist, senior stylist, senior hair professional



Progression:
Apprentices could progress to management or team leading within their employer

CHEF (PRODUCTION)

Level 2

12-18 MONTHS

Overview

Chefs work as part of a team in challenging and often fast-paced kitchen environments, for example, schools, hospitals, the armed forces, care homes, high street casual dining, cafés or pub kitchens. They are likely to work with centrally developed standardised recipes and menus, producing food often in high volumes. They apply highly methodical organisational skills, energy, accuracy, attention to detail and are mindful of the importance of sustainability and protecting the environment.

Entry requirements

- Suitable employment on or prior to starting the apprenticeship training programme
- An appropriate level of maths and English (assessed prior to apprenticeship start)
- Apprentices who are 18 or under at the start of their apprenticeship and without English or maths (at Level 2 for a Level 3 Apprenticeship or Level 1 for a Level 2 Apprenticeship) must achieve this prior to taking the End Point Assessment

What qualifications will I gain?

- A certificate of completion from the Institute for Apprenticeships
- City and Guilds Level 2 Production Chef (highly recognised within industry)



KEY FACTS



Location: Hereford – (1 day per week college attendance)



Typical employment:
Commis Chef in kitchen environment



Progression:
Apprentices can progress to a Level 3 Senior Production Chef, Level 3 Chef de Partie apprenticeship

CHEF

Level 2

12-15 MONTHS

COUNTY TRAINING

Overview

Production chefs work as part of a team in time-bound and often challenging kitchen environments, for example; schools, hospitals, the Armed Forces, care homes and high street casual dining or pub kitchens. You will report to the senior production chef or appropriate line manager. Production chefs are likely to work with centrally developed standardised recipes and menus, producing food often in high volumes. They apply highly methodical organisational skills, energy, accuracy, attention to detail and are mindful of the importance of sustainability and protecting the environment.

Entry requirements

- Suitable employment on or prior to starting the apprenticeship training programme
- An appropriate level of maths and English (assessed prior to apprenticeship start)
- Apprentices who are 18 or under at the start of their apprenticeship and without English or maths (at Level 2 for a Level 3 Apprenticeship or Level 1 for a Level 2 Apprenticeship) must achieve this prior to taking the End Point Assessment

What qualifications will I gain?

- A certificate of completion from the Institute for Apprenticeships



KEY FACTS



Location: Shropshire work-based



Typical employment:
Production chef, kitchen assistant



Progression:
Apprentices can progress to the Level 3 Senior Production Chef apprenticeship

SENIOR PRODUCTION CHEF

Level 2

12-15 MONTHS

COUNTY TRAINING

Overview

Senior production chefs may lead a brigade team or may support the head chef in larger establishments. They report activities to the Head chef or appropriate line manager. They supervise production chef teams in a variety of kitchen environments, for example; schools, hospitals, the Armed Forces, care homes and high street casual dining or pub kitchens.

Entry requirements

- Suitable employment on or prior to starting the apprenticeship training programme
- An appropriate level of maths and English (assessed prior to apprenticeship start)
- Apprentices who are 18 or under at the start of their apprenticeship and without English or maths (at Level 2 for a Level 3 Apprenticeship or Level 1 for a Level 2 Apprenticeship) must achieve this prior to taking the End Point Assessment

What qualifications will I gain?

- A certificate of completion from the Institute for Apprenticeships



KEY FACTS



Location: Shropshire work-based



Typical employment: Head chef, second chef, kitchen manager/supervisor, cook, senior production chefs



Progression: Apprentices could move into more senior roles within their employer

HOSPITALITY TEAM MEMBER

Level 2

12-15 MONTHS

COUNTY TRAINING

Overview

A hospitality team member can work in a range of establishments, for example bars, restaurants, cafés, conference centres, banqueting venues, hotels or contract caterers. The role is very varied and although hospitality team members tend to specialise in an area, they have to be adaptable and ready to support team members across the business, for example during busy periods.

Entry requirements

- Suitable employment on or prior to starting the apprenticeship training programme
- An appropriate level of maths and English (assessed prior to apprenticeship start)
- Apprentices who are 18 or under at the start of their apprenticeship and without English or maths (at Level 2 for a Level 3 Apprenticeship or Level 1 for a Level 2 Apprenticeship) must achieve this prior to taking the End Point Assessment

What qualifications will I gain?

- A certificate of completion from the Institute for Apprenticeships



KEY FACTS



Location: Shropshire work-based



Typical employment: Hospitality team member, catering assistant, wait staff



Progression: Apprentices could progress to supervisor or team leader positions

HOSPITALITY SUPERVISOR

Level 3

12-15 MONTHS

COUNTY TRAINING

Overview

Hospitality supervisors work across a wide variety of businesses including bars, restaurants, cafés, conference centres, banqueting venues, hotels or contract caterers. They provide vital support to management teams and are capable of independently supervising hospitality services and running shifts. They typically work under pressure delivering fantastic customer service and motivating a team is essential to their role. The majority of supervisors' skills and knowledge are the same but supervisors may specialise in specific functions or work across a variety of functions which reflect the multi-functional nature of the industry.

Entry requirements

- Suitable employment on or prior to starting the apprenticeship training programme
- An appropriate level of maths and English (assessed prior to apprenticeship start)
- Apprentices who are 18 or under at the start of their apprenticeship and without English or maths (at Level 2 for a Level 3 Apprenticeship or Level 1 for a Level 2 Apprenticeship) must achieve this prior to taking the End Point Assessment

What qualifications will I gain?

- A certificate of completion from the Institute for Apprenticeships



KEY FACTS



Location: Shropshire work-based



Typical employment: Hospitality team member, catering assistant, wait staff



Progression: Apprentices can progress to higher-level qualifications, such as a Level 4 Hospitality Manager apprenticeship or other management roles within the hospitality industry.

APPLICATIONS SUPPORT LEAD

Level 4

24-30 MONTHS

COUNTY TRAINING

Overview

An employee in this occupation will be responsible for their own workload and will be expected to problem solve and prioritise independently. They will deliver a 'first line fix' service in many cases to both internal colleagues and external clients and customers. They will maintain ownership of issues (vis-a-vis the internal user/external client) even where elements are escalated to subject matter experts.

Entry requirements

- Suitable employment on or prior to starting the apprenticeship training programme
- An appropriate level of maths and English (assessed prior to apprenticeship start)
- Apprentices who are 18 or under at the start of their apprenticeship and without English or maths (at Level 2 for a Level 3 Apprenticeship or Level 1 for a Level 2 Apprenticeship) must achieve this prior to taking the End Point Assessment

What qualifications will I gain?

- An Applications Support Lead Apprenticeship certificate of completion from Skills England



KEY FACTS



Location: Shropshire work-based



Typical employment:

This occupation is found in the IT teams of a variety of different types of organisations where software applications are inextricably part of the client/customer product/service delivery model



Progression:

Apprentices could progress into Team Leader or Management positions

DIGITAL SUPPORT TECHNICIAN

Level 3

15-18 MONTHS

COUNTY TRAINING

Overview

This apprenticeship will give you the skills and knowledge needed to work as a digital support technician – a role which can be found in many different organisations, both large and small. The aim of this role is to maximise the effectiveness of the use of digital technologies in organisations. You will learn data management, digital technologies, digital security and digital services support.

Entry requirements

- Suitable employment on or prior to starting the apprenticeship training programme
- An appropriate level of maths and English (assessed prior to apprenticeship start)
- Apprentices who are 18 or under at the start of their apprenticeship and without English or maths (at Level 2 for a Level 3 Apprenticeship or Level 1 for a Level 2 Apprenticeship) must achieve this prior to taking the End Point Assessment

What qualifications will I gain?

- A certificate of completion from the Institute for Apprenticeships



KEY FACTS



Location: Shropshire work-based



Typical employment:
Data administrator, digital applications specialist, ICT support analyst, service centre operator



Progression:
Apprentices could progress to management or team leader positions

INFORMATION COMMUNICATION TECHNICIAN

Level 3

18-21 MONTHS

COUNTY TRAINING

Overview

This apprenticeship will provide you with the knowledge and skills to support internal and external customers by providing tailored IT support. You may work alone or as part of a team. This is an important role to support with the smooth running of daily operations. You will learn how to interpret and prioritise requests, apply appropriate tools and techniques, install or undertake basic upgrades and carry out routine maintenance.

Entry requirements

- Suitable employment on or prior to starting the apprenticeship training programme
- An appropriate level of maths and English (assessed prior to apprenticeship start)
- Apprentices who are 18 or under at the start of their apprenticeship and without English or maths (at Level 2 for a Level 3 Apprenticeship or Level 1 for a Level 2 Apprenticeship) must achieve this prior to taking the End Point Assessment

What qualifications will I gain?

- A certificate of completion from the Institute for Apprenticeships



KEY FACTS



Location: Shropshire
work-based



Typical employment:
IT support worker, help desk
support, office IT technician,
network field operative



Progression:
Apprentices could progress to
team leader or department
supervisor

MOTOR VEHICLE AUTOCARE TECHNICIAN

Level 2

24-30 MONTHS

Overview

An auto-care technician carries out services and repairs to cars, car-derived vans and light goods vehicles, using a range of tools, measuring and diagnostic equipment. The role requires a unique combination of technical, retail, customer service and problem-solving skills. Please note: this Standard does not, on its own, qualify apprentices to work on air-conditioning systems. Employers who require apprentices to work on air-conditioning systems must also provide the F-Gas qualification.

Entry requirements

- Suitable employment on or prior to starting the apprenticeship training programme
- An appropriate level of maths and English (assessed prior to apprenticeship start)
- Apprentices who are 18 or under at the start of their apprenticeship and without English or maths (at Level 2 for a Level 3 Apprenticeship or Level 1 for a Level 2 Apprenticeship) must achieve this prior to taking the End Point Assessment

What qualifications will I gain?

- A certificate of completion from the Institute for Apprenticeships
- IMI Level 2 Diploma in Light Vehicle Maintenance



KEY FACTS



Location: Hereford



Typical employment:

Vehicle technician, service technician, EV technician



Progression:

Level 3 Motor Vehicle Service & Maintenance Technician. IMI membership as a Registered Young Professional or Associate Member. Entry on the IMI Professional Register.

MOTOR VEHICLE SERVICE & MAINTENANCE TECHNICIAN (LIGHT VEHICLE)

Level 3

24-30 MONTHS

Overview

A motor vehicle service and maintenance technician works in dealerships with a focus on a particular manufacturer or as part of the team in an independent garage. This apprenticeship will give you the necessary knowledge and skills to work in a garage and provide services and maintenance on light vehicles such as cars and vans. You'll learn about steering and suspension geometrics, common fault types, alternative fuels, tool maintenance and more.

Entry requirements

- Suitable employment on or prior to starting the apprenticeship training programme
- An appropriate level of maths and English (assessed prior to apprenticeship start)
- Apprentices who are 18 or under at the start of their apprenticeship and without English or maths (at Level 2 for a Level 3 Apprenticeship or Level 1 for a Level 2 Apprenticeship) must achieve this prior to taking the End Point Assessment
- A relevant Level 2 qualification in Motor Vehicle or relevant two plus years work experience



What qualifications will I gain?

- A certificate of completion from the Institute for Apprenticeships
- IMI Level 3 Diploma Light Vehicle Maintenance and Repair

KEY FACTS



Location: Hereford



Typical employment:
Vehicle technician, service technician, EV technician



Progression:
IMI Level 3 Award in Electric/Hybrid Vehicle System Repair and Replacement, IMI Level 4 Award in Diagnosis, Testing and Repair of Electric/Hybrid Vehicles and Components, IMI Level 4 Diploma in Vehicle Maintenance and Repair Principles

MOTOR VEHICLE SERVICE & MAINTENANCE TECHNICIAN (LIGHT VEHICLE)

Level 3

36-39 MONTHS

COUNTY TRAINING



Overview

A motor vehicle service and maintenance technician services and repairs light vehicles such as cars and vans and works either in dealerships which focus on a particular manufacturer, or in an independent garage which deals with many different makes of vehicles.

Entry requirements

- Suitable employment on or prior to starting the apprenticeship training programme
- An appropriate level of maths and English (assessed prior to apprenticeship start)
- Apprentices who are 18 or under at the start of their apprenticeship and without English or maths (at Level 2 for a Level 3 Apprenticeship or Level 1 for a Level 2 Apprenticeship) must achieve this prior to taking the End Point Assessment

What qualifications will I gain?

- A certificate of completion from the Institute for Apprenticeships
- Level 3 Diploma in Light Vehicle Maintenance and Repair

KEY FACTS



Location: Work-based with day release for College sessions at Walford College



Typical employment:
Vehicle technician, service technician, EV technician



Progression:
IMI Level 3 Award in Electric/Hybrid Vehicle System Repair and Replacement, IMI Level 4 Award in Diagnosis, Testing and Repair of Electric/Hybrid Vehicles and Components, IMI Level 4 Diploma in Vehicle Maintenance and Repair Principles



HLNSC
Apprenticeships



County Training
part of Herefordshire, Ludlow
& North Shropshire College



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